



STATE OF WASHINGTON  
**DEPARTMENT OF LABOR AND INDUSTRIES**  
*PO Box 44000 • Olympia, Washington 98504-4000*

June 27, 2003

Dear Vocational Providers:

The most satisfactory resolution of a work place injury is return to work. The consequences of return to work delays can be devastating to injured workers and their families, and also represent significant losses for employers.

This letter is to alert you to an increased focus on medically appropriate return-to-work outcomes for vocational services, whether it is to transitional light duty or to the job of injury.

The enclosed memo to Claim Managers directs them to give particular consideration to using eligible vocational counselors who most often find ways to help injured workers return to work.

Additionally, plans are underway to modify the CACO formula to give relatively greater weight to return-to-work outcomes.

We are also developing initiatives to promote the return-to-work message to attending physicians and employers.

The department values your work. We particularly value your efforts when they result in workers returning to employment. Your suggestions of other ways that we can reinforce this outcome are welcome.

Sincerely,

Robert Malooly  
Assistant Director for Insurance Services

Enclosure



STATE OF WASHINGTON  
**DEPARTMENT OF LABOR AND INDUSTRIES**  
*PO Box 44000 • Olympia, Washington 98504-4000*

June 26, 2003

TO: Claims Administration

FROM: Robert Malooly, Assistant Director  
Insurance Services

SUBJECT: Criteria for Selecting Vocational Service Providers

During our recent round of get acquainted meetings you have heard me state how important it is for injured workers to return to work as quickly as is medically appropriate. Whether returning to temporary light duty positions or the job of injury, speed counts. The negative consequences of missing return-to-work opportunities can be devastating to injured workers and their economic future.

With this in mind, it is critical that we select vocational providers who have demonstrated that they can be effective at returning injured workers to work. As you study the Vocational Provider Performance Report, give particular consideration to the return-to-work outcomes. Even among eligible providers, there are some who demonstrate greater effectiveness at returning injured workers to work. Wherever possible, we should utilize the services of providers who share our value of this outcome.

Also, remember that the departments' own vocational consultants in the regions are available to receive Early Intervention referrals. They have considerable skill and experience at returning workers to the employer of record and this work is their first priority.

The Vocational Provider Performance Reports are available on-line through the department's web site under Insurance Services, Health Services Analysis, and then the Vocational Services home page. Please add the Vocational Provider Performance Reports to your "favorites" for easy access. In addition, the Vocational Services Consultants will be coming to each of you to offer assistance in using this report.

We are also communicating this emphasis to the vocational providers.

Thank you for your continuing good work for injured workers and employers.